# SERVICE CENTER MANUAL

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Users Guide written by NATIVE INSTRUMENTS

Special thanks to the Beta Test Team, who were invaluable not just in tracking down bugs, but in making this a better product.

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# Welcome to SERVICE CENTER

SERVICE CENTER is a user-friendly application that helps you to activate all NI products on your computer in one go. The SERVICE CENTER guides you trough the easy-to-follow step by step activation process.

The product activation is necessary to assure that NI products are used according to the licence agreement. Most of the Native Instruments products require activation after installation. With the NI product activation you will be able to enjoy a growing number of benefits such as free product updates, our ever extending user libraries, online tutorials and other additional content and you will have access to free technical support. In case of the Komplete bundles you enjoy the shipment of free supplement updates.

The update manager provides access to the latest updates, hotfixes and more for your products. You can select the files you wish to download, view information regarding the update as well as manage all downloads.

These data are used, observing the Data Protection Laws, as long as it is in a form that does not personally identify you, to improve its products or to provide services or technologies to you and unless you object to such using in writing.

NATIVE INSTRUMENTS uses the a secure SSL connection with 128-bit encryption that meets current security standards to transmit your personal data over the web. These data are used, observing the Data Protection Laws, as long as it is in a form that does not personally identify you, to improve its products or to provide services or technologies to you and unless you object to such using in writing. NATIVE INSTRUMENTS does not give these data to third parties or send unsolicited newsletters or advertisement to the users as long as they uncheck the “Newsletter”-field.

If you have any questions regarding the use of the SERVICE CENTER please do not hesitate to contact us through our online registration support on

www.native-instruments.com/contact.info

# Installation and Start

The SERVICE CENTER is part of every NATIVE INSTRUMENTS product installation from May 2006 onwards. It can also be installed individually using an installer, that you can download from the NI web site. SERVICE CENTER takes care of all NI product activations, including earlier NI products formerly authorized with the "Registration Tool". Since SERVICE CENTER is fully compatible with the Registration Tool, so that you can use both side by side.

## Launching Service Center

The SERVICE CENTER can be started from the following locations:

- From a NATIVE INSTRUMENTS product's Splash screen which has not yet been activated.
- From the Help menu of a NATIVE INSTRUMENTS product
- PC only: In the Windows start menu
- From the installation folder, e.g. C:\Program Files\Native Instruments\SERVICE CENTER on PC and Applications\Native Instruments\SERVICE CENTER on Mac.

**Please note:** SERVICE CENTER needs Administration rights to be able to activate your products.

# Online operation

This section explains the operation of the SERVICE CENTER if your computer has an internet connection.

> Read on in chapter "Offline Operation" if your computer has **no** internet connection.

The content of the **Activation Assistant** differs depending on certain parameters, e.g. whether you already have a user account at NATIVE INSTRUMENTS or not, if you already have activated products installed etc. This section will present the most likely situations.

## Checking Internet Connection

SERVICE CENTER checks for an existing Internet connection first. If your computer is currently not online, the connection box of your operating system is launched. While trying to connect, a circle is shown.

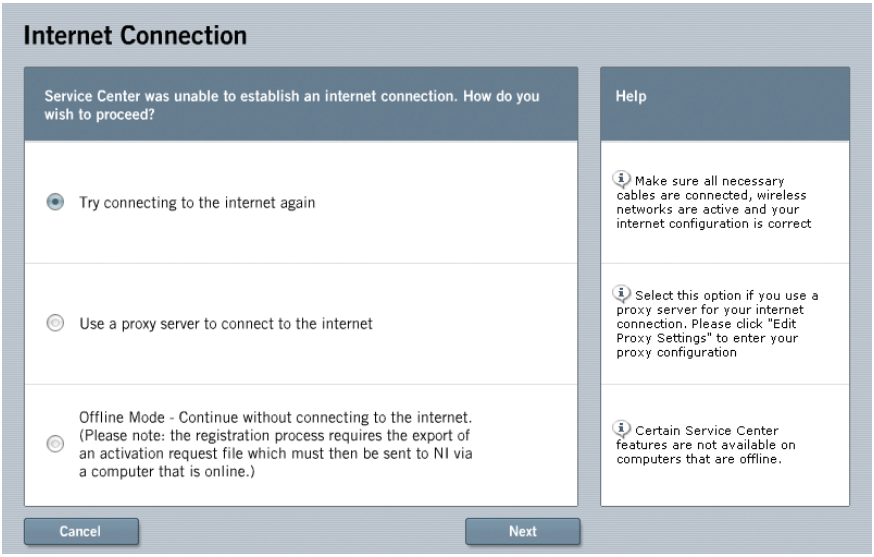
Note: you will get a warning message from your internet firewall as soon as SERVICE CENTER tries to connect to the internet. This is normal and a requirement for the protection of your computer. Please allow SERVICE CENTER to pass the firewall in order to proceed.

> We recommend to "always allow" the internet connection of SERVICE CENTER, that way you do not have to confirm this every time you launch SERVICE CENTER.

If you still encounter problems with the detection of the internet connection please ensure that you use the latest version of SERVICE CENTER.

For more information and downloads please visit the NATIVE INSTRUMENTS website at: www.native-instruments.com/servicecenter.info

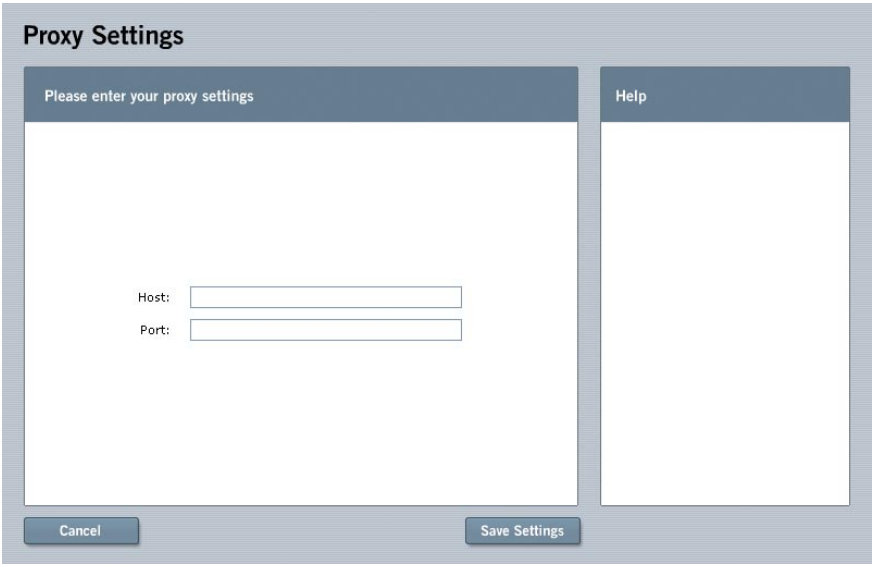
## Internet Connection failed


Internet Connection
Service Center was unable to establish an internet connection. How do you wish to proceed?
Help
Try connecting to the internet again
Make sure all necessary cables are connected, wireless networks are active and your internet configuration is correct
Use a proxy server to connect to the internet
Select this option if you use a proxy server for your internet connection. Please click "Edit Proxy Settings" to enter your proxy configuration
Offline Mode - Continue without connecting to the internet. (Please note: the registration process requires the export of an activation request file which must then be sent to NI via a computer that is online.)
Certain Service Center features are not available on computers that are offline.
Cancel
Next

If SERVICE CENTER fails to establish an internet connection, it offers three options to proceed:

- **Try connecting to the internet again**: Select this and press **Next** when you have established an internet connection.
- **Use a proxy server to connect to the internet**: SERVICE CENTER can not detect the proxy settings you have made for a certain internet software. Therefore you have to enter your proxy server settings when required. Usually you can copy these settings from your standard web browser which you have set up for a proxy server.
- **Offline mode - continue without connection to the internet**: Select this option and press **Next** when your computer has no internet connection at all. In this case proceed with chapter “Offline Operation".

## Proxy settings




If your computer is part of a larger network (e.g. if you work in a company) a direct internet connection is usually not allowed, but a proxy server is used for security reasons. In this case your need to enter the settings for the proxy server to connect to our registration server. The settings in Service Center are the same as any web browser. You can easily copy them from the browsers proxy settings. The following settings are required:

- **Host** – Host Name and IP address
- **Port** – Port Number

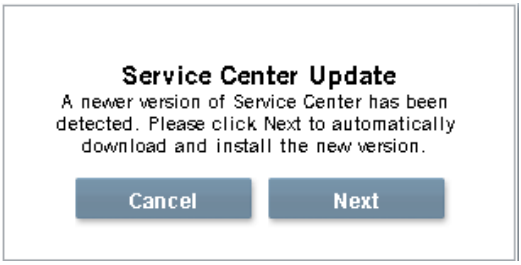
---

**Please note:** If you do not use a proxy server, please leave the fields blank and save the settings with the "Save Settings" button.

---

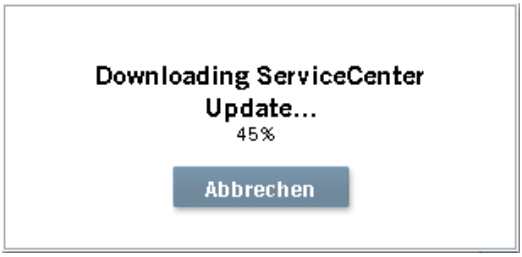
## Service Center Update

As soon as a new SERVICE CENTER version is available, it is detected automatically during startup. A download procedure will be initiated and the following dialogue appears.

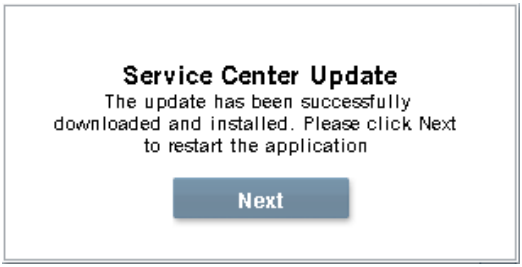

Service Center Update
A newer version of Service Center has been detected. Please click Next to automatically download and install the new version.
Cancel
Next

Please click **Next** to proceed with the software download.

The **Cancel** button closes SERVICE CENTER as NATIVE INSTRUMENTS strongly recommends using the latest client software version.




A dialogue shows the status of the software download.

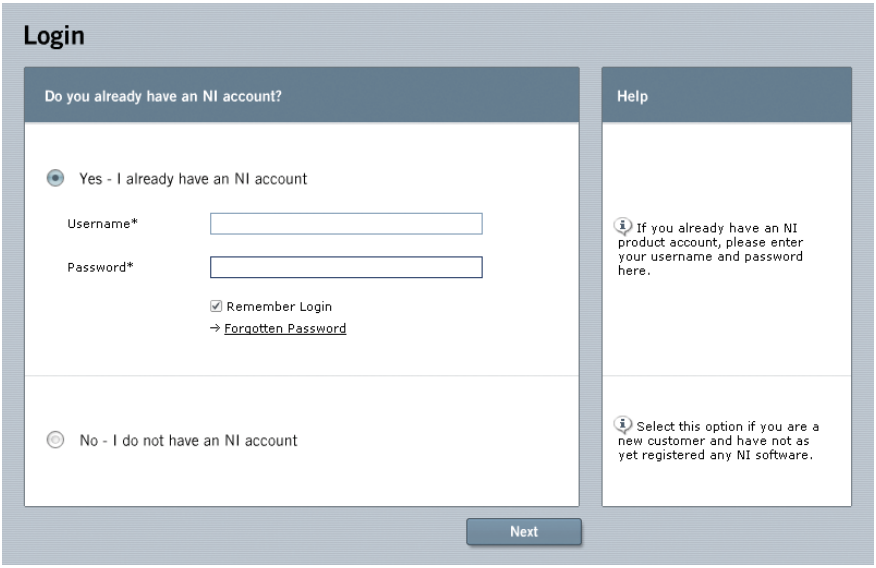

Service Center Update
The update has been successfully downloaded and installed. Please click Next to restart the application
Next

After the latest software version has been downloaded successfully, SERVICE CENTER has to be restarted. This can be done easily by clicking on the **Next**-Button within the appearing dialogue.

**Please note:** Multiple download procedures may occur consecutively.

# NI Account

## Login page


Login
Do you already have an NI account?
Yes - I already have an NI account
Username*
Password*
Remember Login
Forgotten Password
No - I do not have an NI account
Help
If you already have an NI product account, please enter your username and password here.
Select this option if you are a new customer and have not as yet registered any NI software.
Next

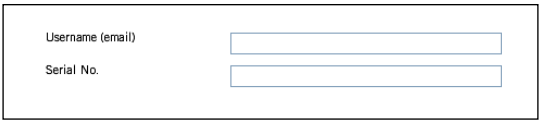
This page allows to enter an existing user name and password, if you already have a user account at NATIVE INSTRUMENTS, or to create a new user account.

- **Yes, I already have an NI account:** Enter your existing user name and password here, if you already have an NI user account.

When you create a user account at NATIVE INSTRUMENTS, the user name and password are sent automatically to the e-mail address you entered.

- **Remember Login**: Activate this check box to store the login permanently on your computer. Once it is stored you do not need to enter it when accessing protected areas of the NI web site from SERVICE CENTER.
- **Forgot your password?:** Click this link to receive an e-mail containing a new password. It also allows to change your current password.

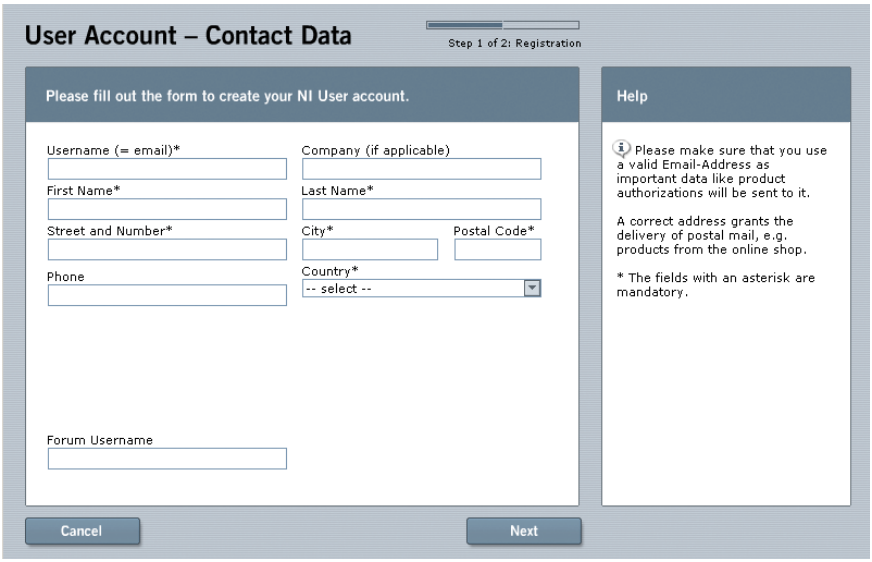
**Please note:** For security reasons there is no way to resend your current password to you. You always need to create a new one in case you have lost your current one.




**Please note:** Be sure to use a serial number of a NATIVE INSTRUMENTS product which has already been registered in your user profile.

- **No, I do not have an NI account** - Choose this option, if you have no NI user account. A form to enter your address details will open.

### Create NI user account


User Account – Contact Data
Step 1 of 2: Registration
Please fill out the form to create your NI User account.
Help
Username (= email)*
Company (if applicable)
First Name*
Last Name*
Street and Number*
City*
Postal Code*
Phone
Country*
-- select --
Please make sure that you use a valid Email-Address as important data like product authorizations will be sent to it.
A correct address grants the delivery of postal mail, e.g. products from the online shop.
* The fields with an asterisk are mandatory.
Forum Username
Cancel
Next

This step is only necessary if you have no NI account yet. If you already have a user account, you can directly enter your **username** and **password** on the previous page (see Login page).

A user account is necessary for all types of product activation, update downloads, access to our web site content and technical support.

The registration view asks for the following details:

- **Mandatory: user name (your full e-mail address)**

**Important:** Make sure to enter a complete and valid e-mail address as your user name, since your password will be sent to this e-mail address.

- **Mandatory: full name and address**

Make sure to keep your postal address up to date, especially if you own KOMPLETE and KOMPLETE CARE, where supplement updates are shipped regularly.

- **Optional: Forum Account**

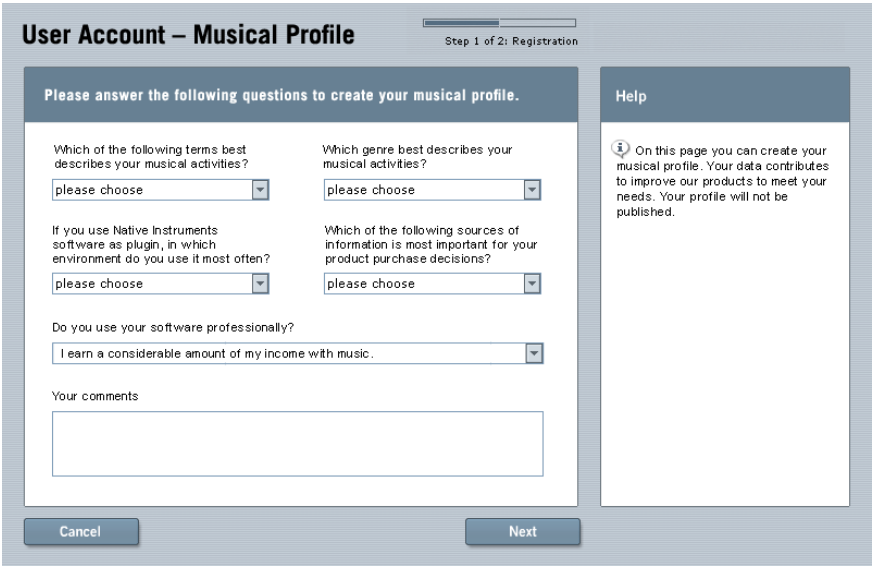
You can sign up to the NI forum here and create a nickname under which you participate in the forums as well as a password for the forum login.

### Confirm your personal data

Confirm your personal data by pressing **Next**.

Secure 128-Bit encryption is used for the data transfer. We will treat the information you provide confidentially. It will be used for registration purposes only and not be passed on to third parties.

## Musical Profile

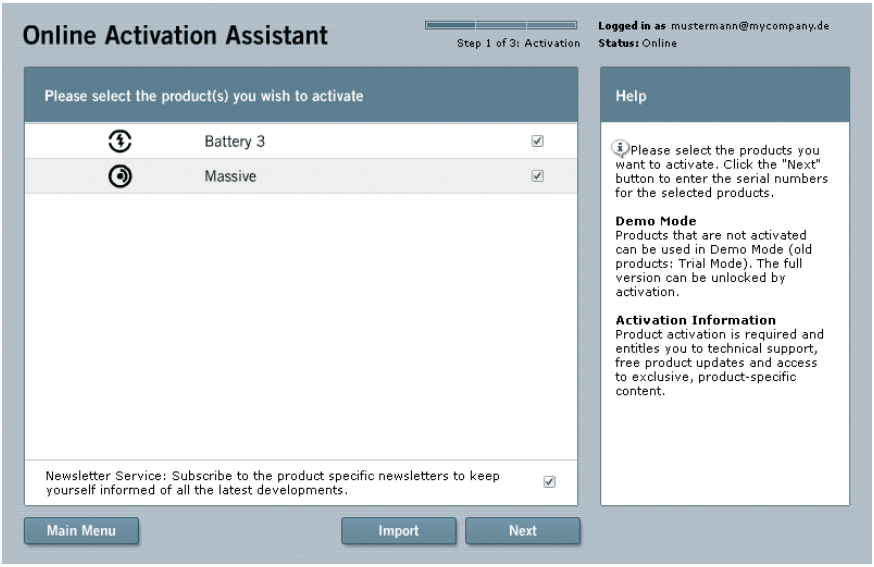

User Account – Musical Profile
Step 1 of 2: Registration
Please answer the following questions to create your musical profile.
Which of the following terms best describes your musical activities?
please choose
Which genre best describes your musical activities?
please choose
If you use Native Instruments software as plugin, in which environment do you use it most often?
please choose
Which of the following sources of information is most important for your product purchase decisions?
please choose
Do you use your software professionally?
I earn a considerable amount of my income with music.
Your comments
Help
On this page you can create your musical profile. Your data contributes to improve our products to meet your needs. Your profile will not be published.
Cancel
Next

On this page you can create your **musical profile**. Your data contributes to improve our products to meet your needs. Your profile will not be published or passed on to third parties.

## Online Activation Assistant

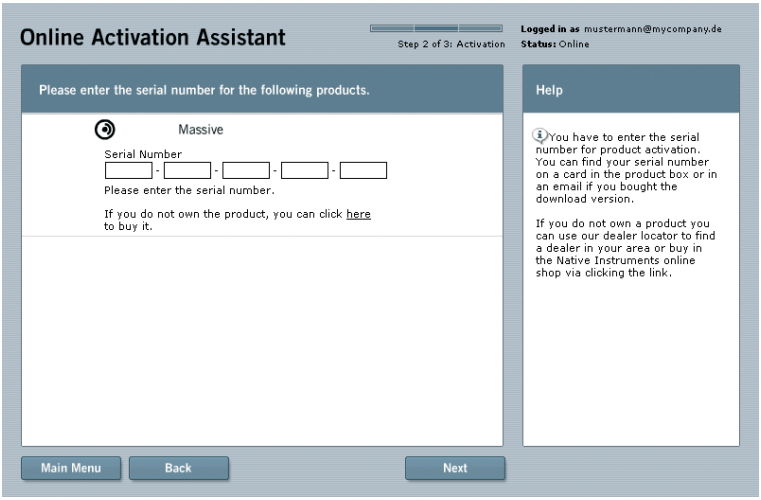
The **Activation Assistant** allows you to activate your installed NATIVE INSTRUMENTS SOFTWARE, including third party products using this method, in one go.

**Step 1:** A list with all inactivated products is shown. Select all yet inactivated **NI products** and click Next.


Online Activation Assistant
Step 1 of 3: Activation
Logged in as mustermann@mycompany.de
Status: Online
Please select the product(s) you wish to activate
Battery 3
Massive
Newsletter Service: Subscribe to the product specific newsletters to keep yourself informed of all the latest developments.
Help
Please select the products you want to activate. Click the "Next" button to enter the serial numbers for the selected products.
Demo Mode
Products that are not activated can be used in Demo Mode (old products: Trial Mode). The full version can be unlocked by activation.
Activation Information
Product activation is required and entitles you to technical support, free product updates and access to exclusive, product-specific content.
Main Menu
Import
Next

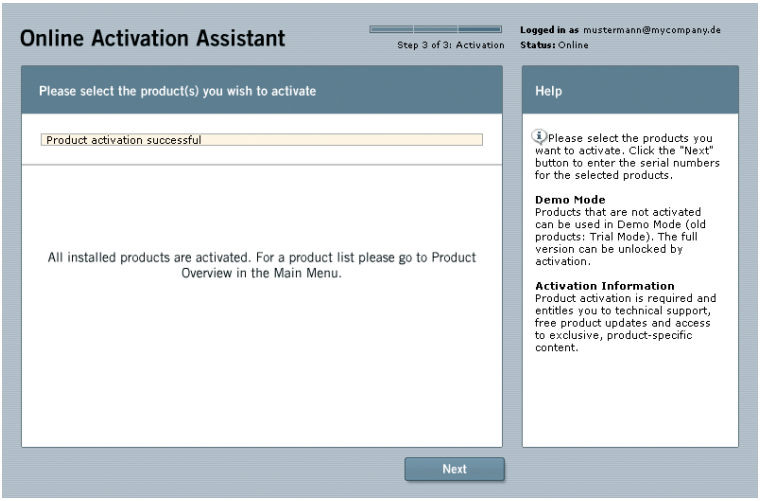
**Note:** Only inactivated products are displayed in the **Online Activation Assistant.** Products in demo mode are displayed as inactivated.

**Step 2:** In this step you will have to enter the serial number for all products where a serial number has not been entered yet. If you do not own a product, you can use our dealer locator to find a dealer in your area or buy in the NATIVE INSTRUMENTS online shop via clicking the link.


Online Activation Assistant
Step 2 of 3: Activation
Logged in as mustermann@mycompany.de
Status: Online
Please enter the serial number for the following products.
Massive
Serial Number
Please enter the serial number.
If you do not own the product, you can click here to buy it.
Help
You have to enter the serial number for product activation. You can find your serial number on a card in the product box or in an email if you bought the download version.
If you do not own a product you can use our dealer locator to find a dealer in your area or buy in the Native Instruments online shop via clicking the link.
Main Menu
Back
Next

Click Next to start the activation process. The **Online Activation Assistant** will contact the NI registration server and provide it with the list of your installed products. The NI registration server will return with a list of activation keys for these products to unlock them permanently.

**Step 3:** You will see the results of the activation process.


Online Activation Assistant
Step 3 of 3: Activation
Logged in as mustermann@mycompany.de
Status: Online
Please select the product(s) you wish to activate
Product activation successful
All installed products are activated. For a product list please go to Product Overview in the Main Menu.
Help
Please select the products you want to activate. Click the "Next" button to enter the serial numbers for the selected products.
Demo Mode
Products that are not activated can be used in Demo Mode (old products: Trial Mode). The full version can be unlocked by activation.
Activation Information
Product activation is required and entitles you to technical support, free product updates and access to exclusive, product-specific content.
Next

**Please note:** NI products without activation (i.e. those released until 2003 e.g. FM7) can be registered through the NI web site as usual.

After activating a product for the first time its serial number is allocated to your username in our registration database and you gain access to all product-specific content on the NI web site.

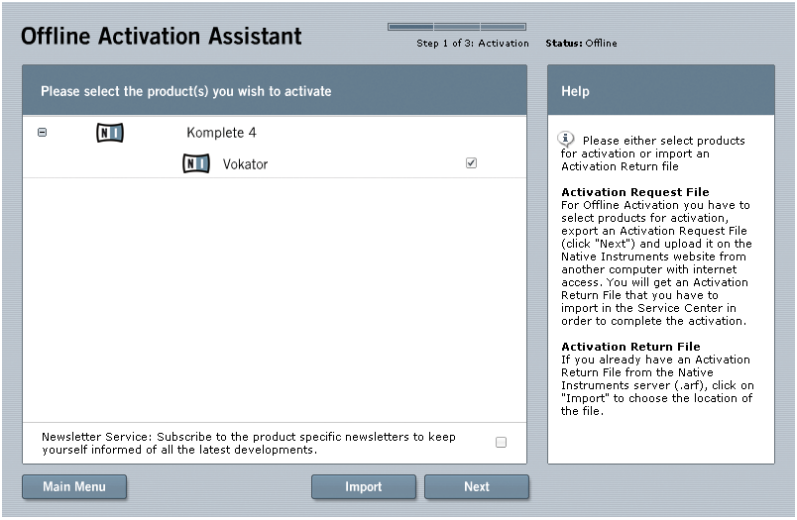
**Please note:** If your registry/ PLIST still contains entries of your NATIVE INSTRUMENTS products although you performed uninstall procedures before, the products will appear within the product list.

# Offline Operation

If your audio computer is not connected to the internet you need to activate your **NI products** in offline mode.

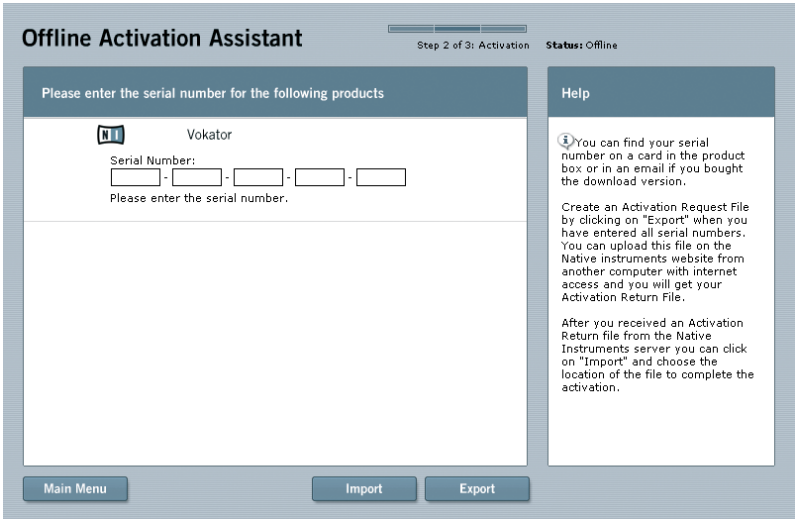
## Offline Activation Assistant

To do so, choose "**Offline mode - Continue without connection to the internet**". This message appears if no internet connection has been found. These are the steps to complete an Offline Activation:

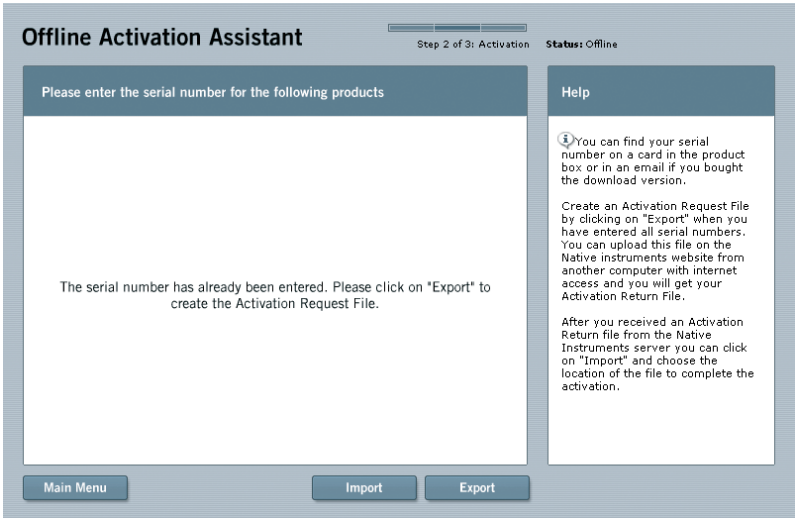

Offline Activation Assistant
Step 1 of 3: Activation
Status: Offline
Please select the product(s) you wish to activate
Komplete 4
Vokator
Newsletter Service: Subscribe to the product specific newsletters to keep yourself informed of all the latest developments.
Help
Please either select products for activation or import an Activation Return file
Activation Request File
For Offline Activation you have to select products for activation, export an Activation Request File (click "Next") and upload it on the Native Instruments website from another computer with internet access. You will get an Activation Return File that you have to import in the Service Center in order to complete the activation.
Activation Return File
If you already have an Activation Return File from the Native Instruments server (.arf), click on "Import" to choose the location of the file.
Main Menu
Import
Next

- Select all yet **inactivated products** and click **Next**.

- In the next step you will have to enter the serial number for all products where a serial number has not been entered yet.

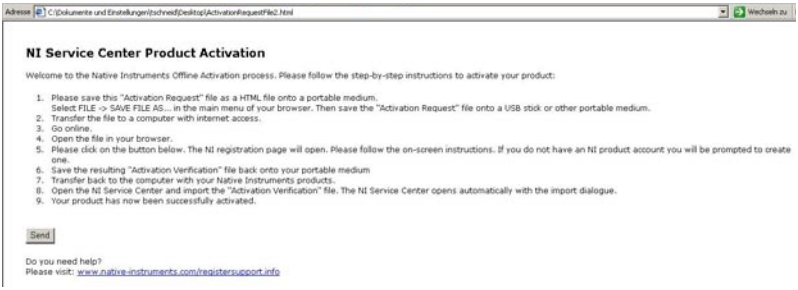

Offline Activation Assistant
Step 2 of 3: Activation
Status: Offline
Please enter the serial number for the following products
Vokator
Serial Number:
Please enter the serial number.
Help
You can find your serial number on a card in the product box or in an email if you bought the download version.
Create an Activation Request File by clicking on "Export" when you have entered all serial numbers. You can upload this file on the Native instruments website from another computer with internet access and you will get your Activation Return File.
After you received an Activation Return file from the Native Instruments server you can click on "Import" and choose the location of the file to complete the activation.
Main Menu
Import
Export

- If all serial numbers already have been entered, the following screen appears.

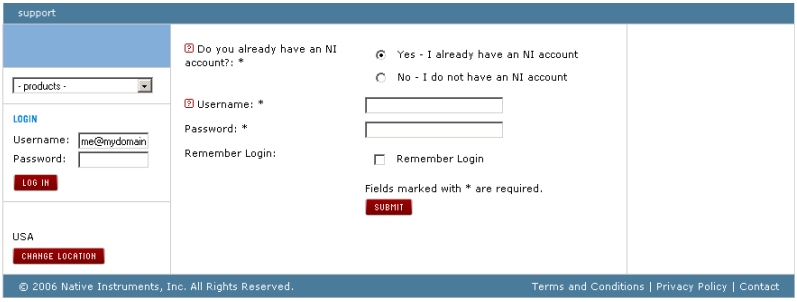

Offline Activation Assistant
Step 2 of 3: Activation
Status: Offline
Please enter the serial number for the following products
The serial number has already been entered. Please click on "Export" to create the Activation Request File.
Help
You can find your serial number on a card in the product box or in an email if you bought the download version.
Create an Activation Request File by clicking on "Export" when you have entered all serial numbers. You can upload this file on the Native instruments website from another computer with internet access and you will get your Activation Return File.
After you received an Activation Return file from the Native Instruments server you can click on "Import" and choose the location of the file to complete the activation.
Main Menu
Import
Export

- Press the **Export** button to save the **Activation Request File** (HTML file) on a portable medium (e.g. USB stick)

- Transfer the Activation Request File to a computer with internet connection.
- Double click to open the HTML file in your standard web browser The following page will appear.


NI Service Center Product Activation
Welcome to the Native Instruments Offline Activation process. Please follow the step-by-step instructions to activate your product:
1. Please save this "Activation Request" file as a HTML file onto a portable medium.
Select FILE -> SAVE FILE AS... in the main menu of your browser. Then save the "Activation Request" file onto a USB stick or other portable medium.
2. Transfer the file to a computer with internet access.
3. Go online.
4. Open the file in your browser.
5. Please click on the button below. The NI registration page will open. Please follow the on-screen instructions. If you do not have an NI product account you will be prompted to create one.
6. Save the resulting "Activation Verification" file back onto your portable medium
7. Transfer back to the computer with your Native Instruments products.
8. Open the NI Service Center and import the "Activation Verification" file. The NI Service Center opens automatically with the import dialogue.
9. Your product has now been successfully activated.
Send
Do you need help?
Please visit: www.native-instruments.com/registersupport.info

- Click the Send-button appearing in your web browser and follow the steps.




- On the website choose either **Yes - I do have an NI Account** and enter your Login data or choose **No - I don't have an NI Account** and register.
- At the end of the online process click the **Next**-button to download the Activation Return File (.naf) and save it on your portable medium

support
- products -
LOGGED IN
LOG OUT
YOUR LOCATION
USA
CHANGE LOCATION
Your Activation Return File has been generated. Please click "Next" to download the file.
NEXT
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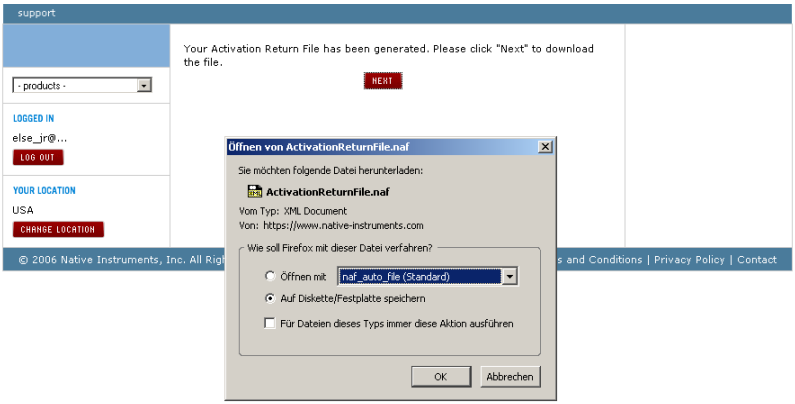
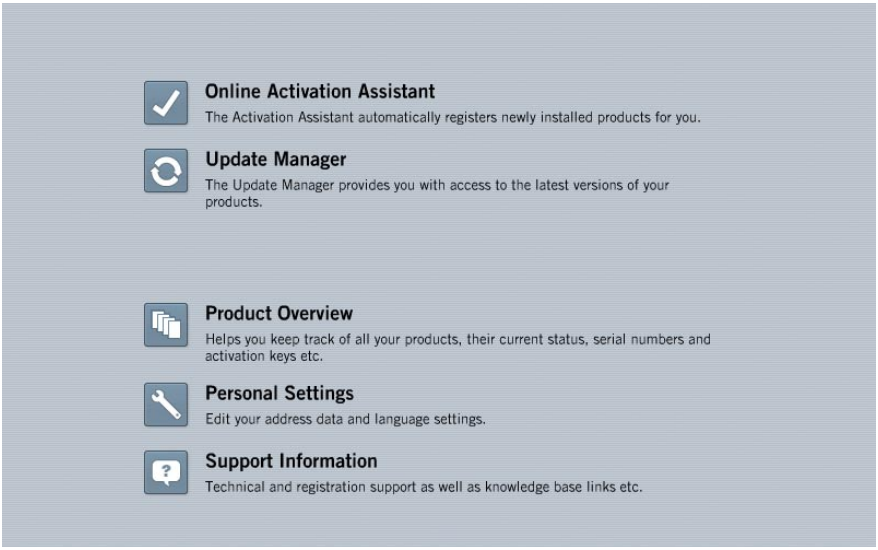
Terms and Conditions | Privacy Policy | Contact




- Transfer the **Activation Return File (.naf) to your audio computer**
- Go to the “Offline Activation Assistant” in SERVICE CENTER and click the **Import** button to load the **Activation Return File**.

# SERVICE CENTER Options page


Online Activation Assistant
The Activation Assistant automatically registers newly installed products for you.
Update Manager
The Update Manager provides you with access to the latest versions of your products.
Product Overview
Helps you keep track of all your products, their current status, serial numbers and activation keys etc.
Personal Settings
Edit your address data and language settings.
Support Information
Technical and registration support as well as knowledge base links etc.

## Online Activation Assistant

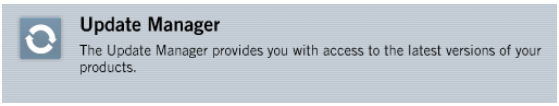
This will launch the **Activation Assistant** for activating not yet activated products.

# Update Manager

## Accessing the Update Manager

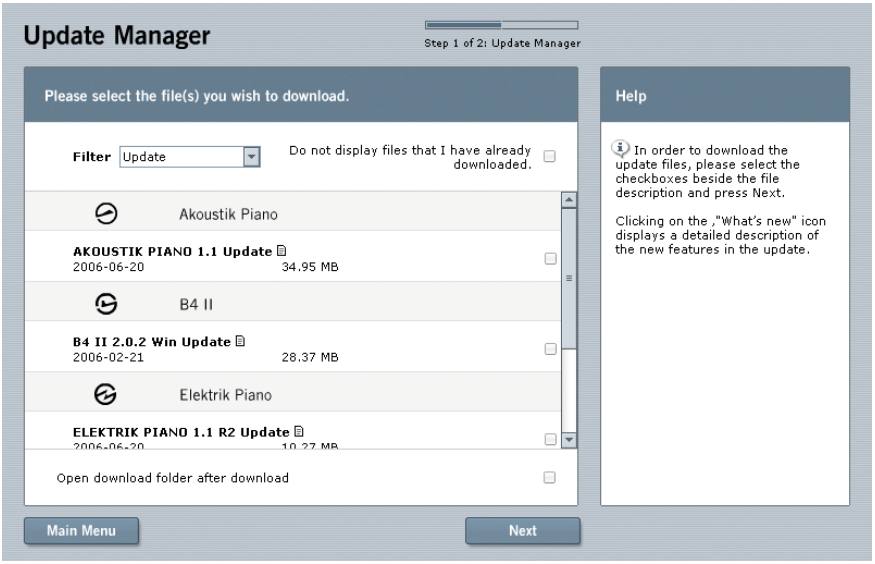
**Please Note:** The **Update Manager** only works in online mode.

The **Update Manager** is accessible from the main menu and from the **Activation Assistant**. In case all your products are activated, the **update manager** opens as the Service Center's first page.




Main Menu Page containing update Manager.

## Update Manager Main Page


Update Manager
Step 1 of 2: Update Manager
Please select the file(s) you wish to download.
Filter
Update
Do not display files that I have already downloaded.
Akoustik Piano
AKOUSTIK PIANO 1.1 Update
2006-06-20
34.95 MB
B4 II
B4 II 2.0.2 Win Update
2006-02-21
28.37 MB
Elektrik Piano
ELEKTRIK PIANO 1.1 R2 Update
Open download folder after download
Main Menu
Next
Help
In order to download the update files, please select the checkboxes beside the file description and press Next.
Clicking on the „What's new" icon displays a detailed description of the new features in the update.

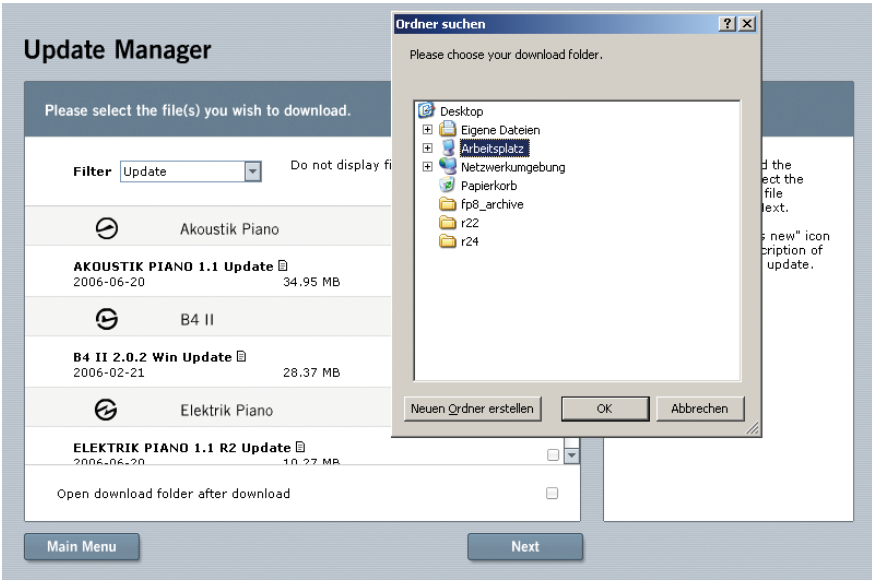
The **Update Manager** shows the available downloads for the installed products on your computer. You can use the filter function to display only a one type of updates. In detail, the following information is displayed:

- Release Date
- Filesize in Megabyte

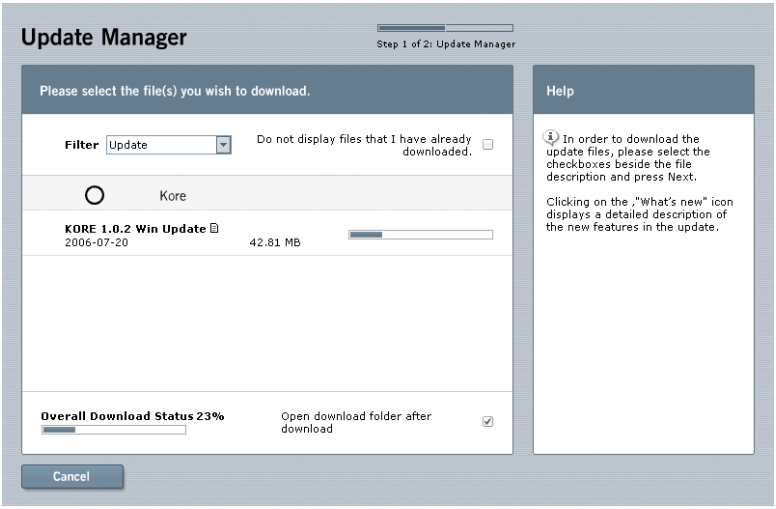
- Release Notes – to open it please click the icon to the right of the Update title

The option **Open download folder after download** allows to automatically open the folder where the update has been downloaded to.

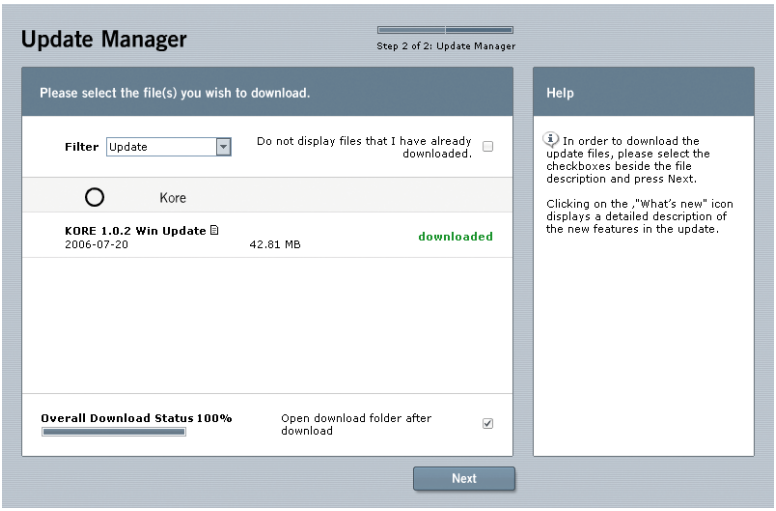
To perform a download please click the checkboxes for the different updates and click "Next".




After clicking "Next", please choose the folder to which you want to download the update installers. By clicking "New Folder" a new folder will be created in a selected directory.


Update Manager
Step 1 of 2: Update Manager
Please select the file(s) you wish to download.
Help
Filter
Update
Do not display files that I have already downloaded.
In order to download the update files, please select the checkboxes beside the file description and press Next.
Clicking on the ,"What's new" icon displays a detailed description of the new features in the update.
Kore
KORE 1.0.2 Win Update
2006-07-20
42.81 MB
Overall Download Status 23%
Open download folder after download
Cancel

The download status is shown for each single products and the overall download process in case you download multiple updates.


Update Manager
Step 2 of 2: Update Manager
Please select the file(s) you wish to download.
Help
Filter
Update
Do not display files that I have already downloaded.
In order to download the update files, please select the checkboxes beside the file description and press Next.
Clicking on the ,"What's new" icon displays a detailed description of the new features in the update.
Kore
KORE 1.0.2 Win Update
2006-07-20
42.81 MB
downloaded
Overall Download Status 100%
Open download folder after download
Next

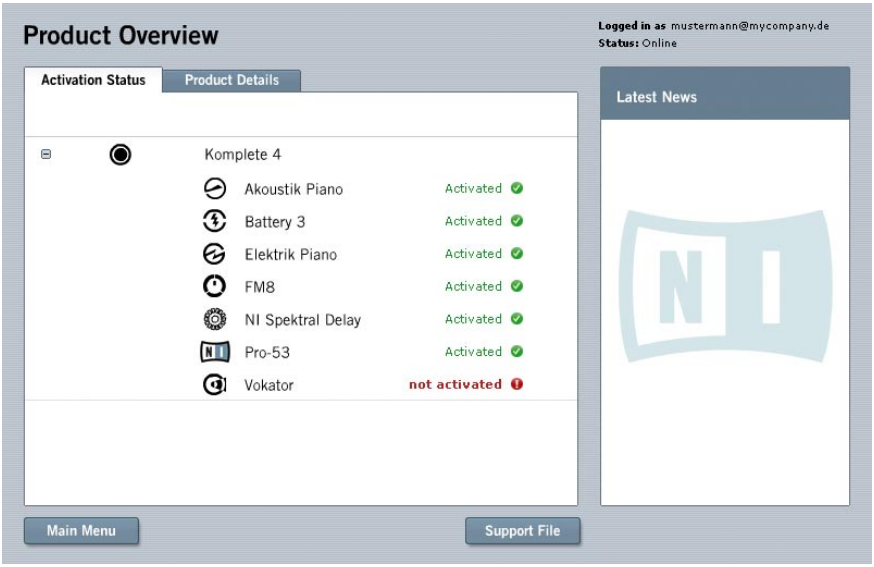
After the file has been downloaded the download status is printed in green letters.

By pressing Next you'll be forwarded to the Main Menu.

## Product Overview

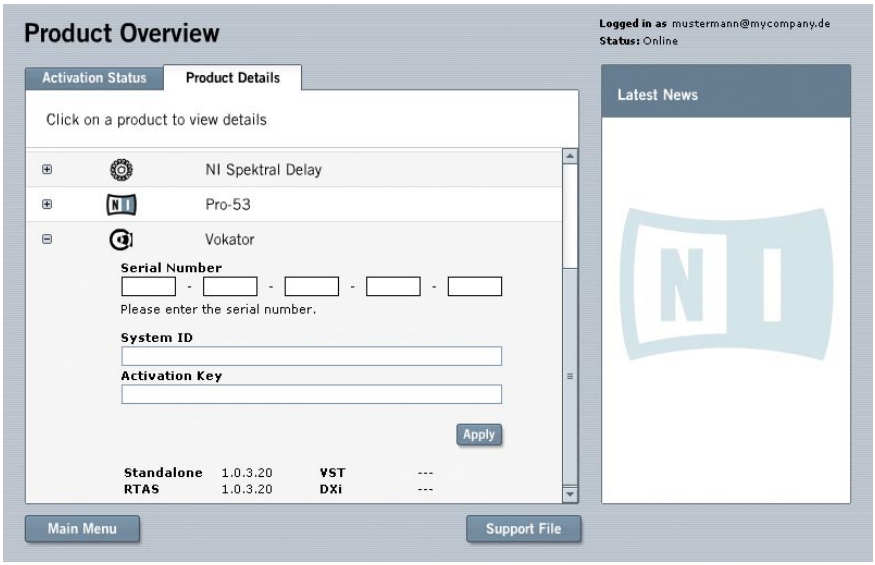
This view displays all NATIVE INSTRUMENTS SOFTWARE on your computer that requires activation. Select the respective tab to see either the status of activation or product details like serial number and activation key.

### Activation Status



### Product Details

The **Product Details** view displays information that may be useful when contacting NI support e.g. the serial number, system ids, version numbers and activation keys for each product. Click on the "+"-symbols to see the details.




**Note:** Click on **Support File** for creating an activation request file (*.arf) when corresponding with the NATIVE INSTRUMENTS Support.

# Personal Settings

The Personal Settings page lets you change the language of SERVICE CENTER and edits your personal details like e-mail and postal address.

## Address data

Change your user name (e-mail address) as well as postal address by clicking on the **Edit your address data** link.

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You can modify changes of your Address data in online mode only.

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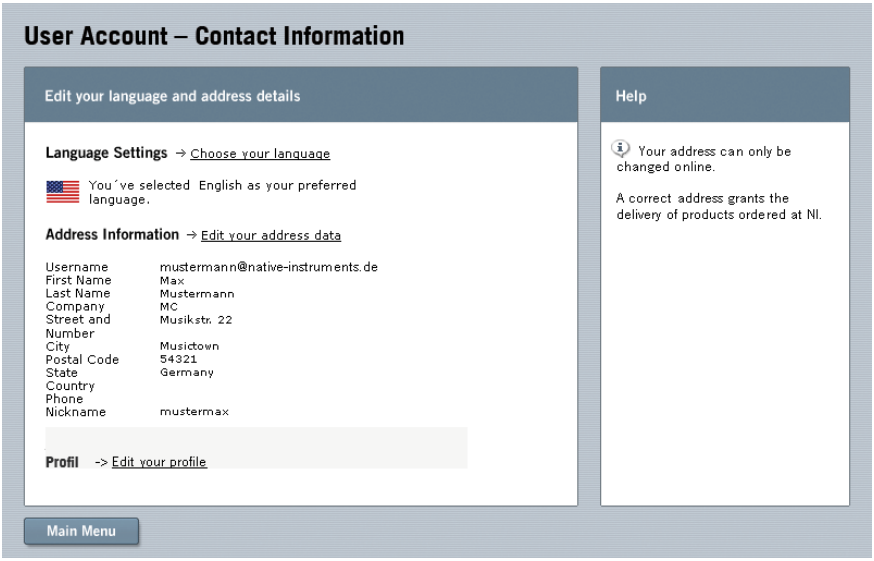
User Account – Contact Information
Edit your language and address details
Language Settings → Choose your language
You´ve selected English as your preferred language.
Address Information → Edit your address data
Username mustermann@native-instruments.de
First Name Max
Last Name Mustermann
Company MC
Street and Number Musikstr. 22
City Musictown
Postal Code 54321
State Germany
Country
Phone
Nickname mustermax
Profil -> Edit your profile
Help
Your address can only be changed online.
A correct address grants the delivery of products ordered at NI.
Main Menu

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Make sure to keep your postal address up to date, especially if you own KOMPLETE and KOMPLETE CARE, where supplement updates are shipped regularly.

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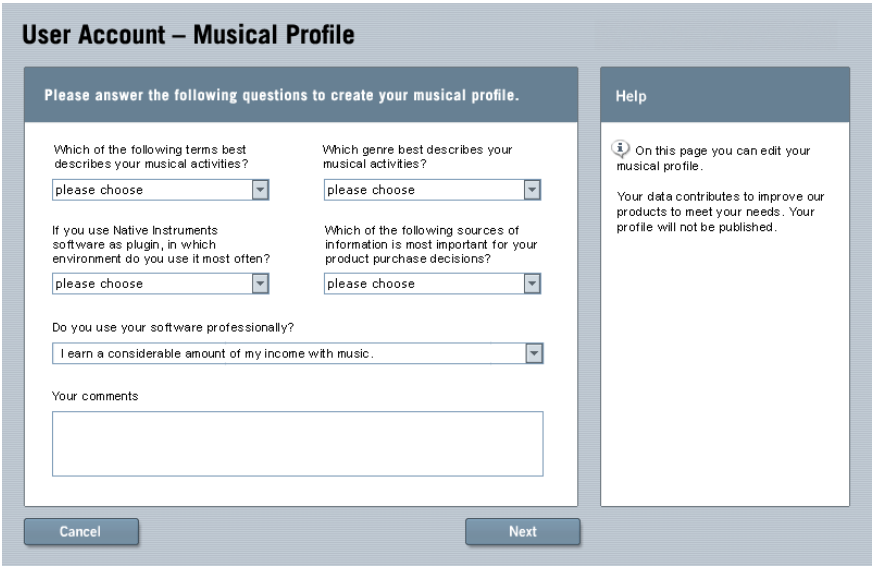
## Language

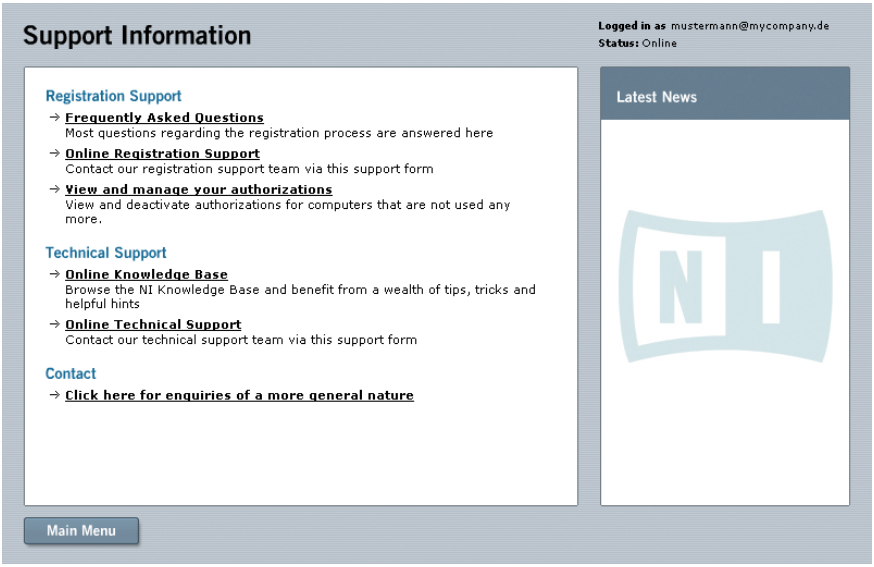
SERVICE CENTER adjusts to the language of your operating system when starting up for the first time. However, you may choose another language on the settings page. A click on the "**Choose your language"** link displays the languages currently offered.

## Profile


User Account – Musical Profile
Please answer the following questions to create your musical profile.
Which of the following terms best describes your musical activities?
please choose
Which genre best describes your musical activities?
please choose
If you use Native Instruments software as plugin, in which environment do you use it most often?
please choose
Which of the following sources of information is most important for your product purchase decisions?
please choose
Do you use your software professionally?
I earn a considerable amount of my income with music.
Your comments
Cancel
Next
Help
On this page you can edit your musical profile.
Your data contributes to improve our products to meet your needs. Your profile will not be published.

You can edit your musical profile by clicking on Edit your **musical profile**. Keeping your musical profile up to date helps us to improve our products. Your profile will not be published or passed on to third parties.

# Support Information


Support Information
Logged in as mustermann@mycompany.de
Status: Online
Registration Support
→ Frequently Asked Questions
Most questions regarding the registration process are answered here
→ Online Registration Support
Contact our registration support team via this support form
→ View and manage your authorizations
View and deactivate authorizations for computers that are not used any more.
Technical Support
→ Online Knowledge Base
Browse the NI Knowledge Base and benefit from a wealth of tips, tricks and helpful hints
→ Online Technical Support
Contact our technical support team via this support form
Contact
→ Click here for enquiries of a more general nature
Latest News
Main Menu

The **Support Information** page contains links to the SERVICE CENTER FAQ as well as to the knowledge base on the NATIVE INSTRUMENTS web site. You can also find contact links to the Technical Support and Registration Support as well as other contacts.

# Service Center Komplete Particularities.

## KOMPLETE

Concerning product activation: KOMPLETE behaves like other NATIVE INSTRUMENTS products. Activation using SERVICE CENTER is required after installation of KOMPLETE.

KOMPLETE appears like a conventional NATIVE INSTRUMENTS product within the SERVICE CENTER product list. A “+”-symbol is shown in

front of the product name. By clicking on this symbol you can display the products belonging to the KOMPLETE bundle.

Single product activation of members of KOMPLETE is not possible. In case you’ve installed only a number of products, product activation is processed using the checkbox besides the KOMPLETE entry.

### Former KOMPLETE installer version

As the former KOMPLETE installer version uses a different installation process, product installation is possible only after product activation.

In case of hardware changes, a product reactivation could be performed using SERVICE CENTER as described above.

## KOMPLETE 2

As the Komplete 2 version uses a different installation process, product installation is possible only after product activation.

In case of hardware changes, a product reactivation could be performed using SERVICE CENTER as described above.

### Komplete Upgrades

In case you perform an upgrade from one or two basic products to the new KOMPLETE installer version, the new Komplete structure won’t be displayed in the SERVICE CENTER product list until you activate KOMPLETE.

In case you own more than 2 products qualifying for an upgrade to KOMPLETE, please note that the selection of the products (bundle inclusions) that will be integrated in your new KOMPLETE Bundle has to be performed on the NATIVE INSTRUMENTS Website. During the activation of the KOMPLETE upgrade a message will appear containing a link to the appropriate website.

# Frequently asked questions

The new activation system with the SERVICE CENTER is a part of the expansion of NI's online services, and provides for an even more convenient link between the software and additional free online offers and benefits, including updates, tutorials, online support and additional content.

After installation a System ID for every product is created using information from certain components of the computer. With the help of the convenient Service Center application included with every NI product, you activate all your installed applications with NATIVE INSTRUMENTS in one go.

The activation process is not at all complicated. After installing the **Activation Assistant** will walk you through all required steps.

### 1. Do I need administration rights for the product activation?

Yes. You have to be logged in as an administrator in order to allow SERVICE CENTER storing the necessary data for the activation on your computer.

### 2. Can I use my NI product without activation?

Partially, but most of the Native Instruments products require activation after installation.

### 3. How do I activate my product?

NI products come with the SERVICE CENTER that will guide you through the entire activation process. During this process SERVICE CENTER will ask you for a serial number if it has not been entered yet. The NI SERVICE CENTER creates an individual identification number (System ID) for every installed NI product. Next this System ID is transmitted to the NI registration server. The activation can be completed both online and offline. If your music computer has online access  activation is handled by the SERVICE CENTER directly. If your music computer is not connected with the internet, you can activate products by exporting an **Activation Request File** from the SERVICE CENTER. The offline activation is described in detail in the SERVICE CENTER manual.

### 4. How do I start the SERVICE CENTER?

The SERVICE CENTER is a separate application. The default installation path is C:\Program Files\Native Instruments\SERVICE CENTER on PC and Applications\Native Instruments\SERVICE CENTER. The SERVICE CENTER can be launched using one of the following methods:

Double click the SERVICE CENTER icon from the installation path

Launch SERVICE CENTER from the help menu of an NI product

PC only: Launch SERVICE CENTER from the Windows start menu

**Note:** earlier NI programs might not contain the direct link from the start splash screen as well as from the help menu. They will ask you for starting the Registration Tool which is also an option to activate a particular application.

### 5. Do I need an e-mail address for creating an NI user account?

Yes. You will receive your personal login per e-mail. In addition you will need an e-mail address to access updates, tutorials and additional content, since your e-mail address will serve as your user name for logging in to the protected online areas.

### 6. I don't have an Internet connection on my audio computer. How can I register my NI product?

The SERVICE CENTER allows an offline activation. Choose the option "offline mode" in the screen which comes up when SERVICE CENTER can not manage an internet connection. For more details refer to the chapter "Offline Activation" in the SERVICE CENTER manual.

### 7. Do I need a new Activation if I change my computer's components?

The System ID is based on fundamental components of the computer that are very seldom changed. Therefore you will NOT need a new activation if you change your audio card, MIDI interface, model, network card or external devices. If you however change your CPU (i.e. from P3 to P4) or mainboard a new activation will be necessary. Each product can be activated for two different hardware profiles (e.g. desktop and laptop). For a third activation (on another computer or changed hardware profile of the same computer) you must first deactivate one of your two existing hardware profiles, which can be done on the NI web site.

### 8. Can I use an NI product on both, my desktop and my mobile computer, or must I obtain a second license for this?

According to the license agreement your product can only be used on one computer at a time. If you want to use your product on your mobile computer as well, but not simultaneously, a second installation for mobile use is included under your main license. Simply install the product on your mobile computer and complete a new activation for your laptop System ID. You will then receive a second activation key for the mobile computer.

### 9. How can I see which products I have already activated?

On the NATIVE INSTRUMENTS web site, under "Manage Registrations and Activations", you can get an overview of all activations on your account. In the products overview of SERVICE CENTER you see all activated products installed on the particular computer.

### 10. I have used up my two activations, but need another activation since I got a new computer (or changed relevant parts of my existing computer system).

No problem. In the "Manage Registrations and Activations" section on the NI web site you can deactivate system IDs that you no longer need. Once you have deactivated the old system ID you can then activate a new system ID. Please be aware that a deactivated system ID cannot be used again. That means you cannot activate the product again on the computer with the deactivated system ID. Using the product on a computer with a deactivated system ID is not allowed by the license agreement.

### 11. I have multiple user accounts under Windows XP (for example one for audio and one for the internet). Can I install my product for all my user accounts?

All newer NATIVE INSTRUMENTS products are installed for multiple user accounts automatically. Some earlier programs might not work automatically under all user accounts. Please contact our technical support when you encounter difficulties with a certain program.

### 12. How secure is the Online Activation?

The activation data is transmitted via secure SSL connection with 128-bit encryption, thus meeting current security standards. It is not possible for anyone else to use your activation data, since they are unique to your computer. The registration form also uses the same secure SSL encryption in order to protect your personal data.

### 13. What is NI's privacy policy regarding the information given during registration?

The data serves to only identify you as a customer in case we need to reach you (e.g. for the shipment of KOMPLETE supplements). NATIVE INSTRUMENTS never gives this information to third parties without explicit consent. You will not receive any unsolicited newsletters or advertisements as long as you uncheck the Info Service field during registration.

### 14. What do I do about problems or questions regarding the activation?

The activation process has been thoroughly tested and guides you through the necessary steps. Nevertheless, should a problem or question arise you can contact our registration support any time at www.native-instruments.com/contact.info.

### 15. I use a firewall. Will that create problems while activating with the SERVICE CENTER?

A warning message will come up from your internet firewall as soon as SERVICE CENTER tries to connect to the internet. This is normal and required for the protection of your computer. Please allow SERVICE CENTER to pass the firewall in order to proceed.

We recommend to “always allow” the internet connection of SERVICE CENTER, so that you do not have to confirm this every time you launch SERVICE CENTER.

### 16. What happens to my license in the event that NI no longer exists?

Should NI for whatever reason no longer be able to fulfill its obligation to deliver the activation key, it will provide the licensee with a permanent key that allows the user to use the software regardless of changes in the computer system.